

**A RESOLUTION**

**04-R-1208**

**BY TRANSPORTATION COMMITTEE**

**A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO AN AGREEMENT WITH EAGLE GROUP INTERNATIONAL, INC., IN AN AMOUNT NOT TO EXCEED \$1,999,982.87.00 FOR THE FIRST YEAR OF A THREE YEAR AGREEMENT. EAGLE GROUP WILL PROVIDE AND MANAGE CUSTOMER SERVICE REPRESENTATIVES, WHO WILL ASSIST THE TRAVELING PUBLIC AS NEEDED. ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM FUND ACCOUNT AND CENTER NUMBER: 2H21-523001-R11006 AIRPORT (REVENUE FUND). AND RESCINDING RESOLUTION # 04-R-0544 ADOPTED BY THE COUNCIL ON May 3, 2004, AND APPROVED BY THE MAYOR ON MAY 5, 2004; AND FOR OTHER PURPOSES.**

**WHEREAS**, the City of Atlanta (the "City") did solicit proposals for FC-7593-03, Customer Service at Hartsfield-Jackson Atlanta International Airport; and

**WHEREAS**, after review and evaluation of the proponent's qualifications, and analysis of the technical proposal by City personnel, the Aviation General Manager and the Chief Procurement Officer have recommended that contract FC-7593-03, Customer Service at Hartsfield-Jackson Atlanta International Airport, be awarded to the most responsible and responsive proponent, Eagle Group International, Inc.

**WHEREAS**, the City of Atlanta (the "City") City Council adopted Resolution 04-R-0544 on May 3, 2004, and the Resolution was approved by the Mayor on May 5, 2004.

**WHEREAS**, Resolution 04-R-0544, a copy of which is attached hereto as Exhibit I, authorized the Mayor to enter into an agreement with Eagle Group International, Inc., which would provide customer services to the traveling public at Hartsfield-Jackson Atlanta International Airport; and

**WHEREAS**, under the proposed agreement, Eagle Group International, Inc. would provide the City of Atlanta Department of Aviation Customer Service Representatives. The Customer Service Representatives are expected to provide accurate information regarding Hartsfield-Jackson Atlanta International Airport services, facilities and amenities and may be required to coordinate assistance to move people efficiently throughout the airport; and

**WHEREAS**, Resolution 04-R-0544, did not reflect all of the terms of the proposed agreement with Eagle Group International, Inc. and should be rescinded so that a corrected Resolution containing the complete terms of the proposed agreement can be submitted for consideration.

**NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF ATLANTA, GEORGIA**, that the Mayor or her designee be and is hereby authorized to enter into an appropriate contractual agreement with Eagle Group International, Inc., for FC-7593-03, Customer Service at Hartsfield-Jackson Atlanta International Airport on behalf of the Department of Aviation for a term of three (3) years with a one (1) year renewal option at the City's sole discretion and for a cost to the City not to exceed \$1,999,982.87 (the "Year 1 Contract Price") for the first year of the three year agreement and the right to grant a cost of living adjustment, upon written request of Eagle Group International, Inc., for

years two (2) and three (3) of the initial term of the Agreement, in accordance with the payment provisions of the Agreement. The adjustment provisions are as follow:

Year	Cost of Living Adjustment
2	Not to Exceed 3% of Year 1 Contract Price
3	Not to Exceed 3% of Actual Year 2 Contract Price

Eagle Group International, Inc. will provide and supervise customer service representatives who will assist the traveling public by greeting passengers, directing pedestrian traffic within the terminal and providing information about the airport's amenities, facilities and other related services. All contracted work shall be charged to and paid from Fund Account and Center Number 2H01-523001-R11006 (Airport Revenue Fund).

**BE IT FURTHER RESOLVED**, that the City Attorney is hereby directed to prepare an appropriate Agreement for execution by the Mayor.

**BE IT FURTHER RESOLVED**, that this Agreement shall not become binding on the City and the City shall incur no liability upon same until such Agreement has been executed by the Mayor and delivered to Eagle Group International, Inc.

**BE IT FINALLY RESOLVED**, that Resolution 04-R-0544 that was adopted by the Atlanta City Council on May 3, 2004 and approved by the Mayor on May 5, 2004 is hereby rescinded.

(DOP 6/24/04)

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CITY COUNCIL  
ATLANTA, GEORGIA

A RESOLUTION BY

TRANSPORTATION COMMITTEE

04-2 -0544

A RESOLUTION AUTHORIZING THE MAYOR OR HER DESIGNEE TO EXECUTE AN APPROPRIATE CONTRACTUAL AGREEMENT, WITH EAGLE GROUP INTERNATIONAL, INC., ON BEHALF OF THE DEPARTMENT OF AVIATION FOR, FC-7593-03, CUSTOMER SERVICE AT HARTSFIELD-JACKSON INTERNATIONAL AIRPORT, IN AN AMOUNT NOT TO EXCEED \$1,999,982.87. EAGLE GROUP INTERNATIONAL WILL PROVIDE AND MANAGE SEVENTY-SIX (76) CUSTOMER SERVICE REPRESENTATIVES ("CSRs"), WHO WILL ASSIST THE TRAVELING PUBLIC AS NEEDED, BY PROVIDING INFORMATION ABOUT THE AIRPORT'S AMENITIES, FACILITIES, AND OTHER RELATED SERVICES. THIS AMOUNT WILL BE CHARGED FROM ACCOUNT NUMBER NO: 2H21-523001-R11006.

WHEREAS, the City of Atlanta (the "City") did solicit proposals for FC-7593-03, Customer Service at Hartsfield-Jackson International Airport ; and

WHEREAS, after review and evaluation of the proponent's qualifications, and analysis of the technical proposal by City personnel, the Aviation General Manager of the Department of Aviation and the Chief Procurement Officer of the Department of Procurement have recommended that contract FC-7593-03, Customer Service at Hartsfield-Jackson International Airport (RFP), be awarded to the most responsible and responsive proponent, Eagle Group International, Inc.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF ATLANTA, GEORGIA, that the Mayor is hereby authorized to enter into an appropriate contractual agreement with Eagle Group International, Inc., for FC-7593-03, Customer Service at Hartsfield-Jackson Atlanta International Airport on behalf of the Department of Aviation.

BE IT FURTHER RESOLVED, that the Chief Procurement Officer is hereby directed to prepare an appropriate Agreement for execution by the Mayor, to be approved by the City Attorney as to form.

BE IT FURTHER RESOLVED, that this Agreement shall not become binding on the City and the City shall incur no liability upon same until such Agreement has been executed by the Mayor and delivered to Eagle Group International, Inc.

A true copy,

*Rhonda Daughin Johnson*  
Municipal Clerk, CMC

ADOPTED by the Council  
APPROVED by the Mayor


MAY 03, 2004  
MAY 05, 2004

TRANSMITTAL FORM FOR LEGISLATION

TO: MAYOR'S OFFICE

ATTN: GREG PRIDGEON

Chief Procurement Officer's Signature:

  
Adam L. Smith

Originating Department: Aviation

Contact Person: Clarissa Brome

Committee(s) of Preview: Transportation

Council Deadline: March 23-24, 2004

Committee Meeting Dates(s): March 8, 2004

Full Council Date: April 19, 2004

**CAPTION:**

A RESOLUTION AUTHORIZING THE MAYOR OR HER DESIGNEE TO EXECUTE AN APPROPRIATE CONTRACTUAL AGREEMENT, WITH EAGLE GROUP INTERNATIONAL, INC., ON BEHALF OF THE DEPARTMENT OF AVIATION FOR, FC-7593-03, CUSTOMER SERVICE AT HARTSFIELD-JACKSON INTERNATIONAL AIRPORT, IN AN AMOUNT NOT TO EXCEED \$1,999,982.87. EAGLE GROUP INTERNATIONAL WILL PROVIDE AND MANAGE SEVENTY-SIX (76) CUSTOMER SERVICE REPRESENTATIVES ("CSRs"), WHO WILL ASSIST THE TRAVELING PUBLIC AS NEEDED, BY PROVIDING INFORMATION ABOUT THE AIRPORT'S AMENITIES, FACILITIES, AND OTHER RELATED SERVICES. THIS AMOUNT WILL BE CHARGED FROM ACCOUNT NO: 2H21-523001-R11006.

**BACKGROUND**

The City of Atlanta (the "City") solicited proposals from qualified proponents to provide the Department of Aviation with up to seventy-six (76) Customer Service Representatives (CSRs), four (4) Supervisors and six (6) Administrative Assistants. These employees will be required to provide their services 365(6) day a year, including holidays. The program was established for participants to welcome and proactively assist the traveling public in a courteous and friendly manner, and to provide accurate information regarding Airport services, amenities and facilities. The hours of operation are 6:00 A.M. until 11:00 P.M., with adjustments to be made for special events which may create peak demand on any day and during any hour.

**FINANCIAL IMPACT (if any)**

**Mayor's Staff Only**

\*\*\*\*\*  
Received by Mayor's Office: 3/15/04 Reviewed by: [Signature]  
(date) (initials) (date)

Submitted to Council: \_\_\_\_\_  
(date)

Action by Committee: ☐ Approved ☐ Advertised ☐ Held ☐ Amended  
☐ Substitute ☐ Referred ☐ Other

**DEPARTMENT OF PROCUREMENT  
LEGISLATIVE SUMMARY**

**TO: TRANSPORTATION COMMITTEE**

**CAPTION:**

**A RESOLUTION AUTHORIZING THE MAYOR OR HER DESIGNEE TO EXECUTE AN APPROPRIATE CONTRACTUAL AGREEMENT, WITH EAGLE GROUP INTERNATIONAL, INC., ON BEHALF OF THE DEPARTMENT OF AVIATION FOR, FC-7593-03, CUSTOMER SERVICE AT HARTSFIELD-JACKSON INTERNATIONAL AIRPORT, IN AN AMOUNT NOT TO EXCEED \$1,999,982.87. EAGLE GROUP INTERNATIONAL WILL PROVIDE AND MANAGE SEVENTY-SIX (76) CUSTOMER SERVICE REPRESENTATIVES ("CSRs"), WHO WILL ASSIST THE TRAVELING PUBLIC AS NEEDED, BY PROVIDING INFORMATION ABOUT THE AIRPORT'S AMENITIES, FACILITIES, AND OTHER RELATED SERVICES. THIS AMOUNT WILL BE CHARGED FROM ACCOUNT NO: 2H21-523001-R11006.**

**REQUESTING DEPT.:** Department of Aviation

**CONTRACT TYPE:** Professional Services

**SOURCE SELECTION:** Request for Proposal

**PROPOSAL OPENING:** July 16, 2003

**NO. INVITATIONS ISSUED:** 91

**PROPOSALS RECEIVED:** 25

**PROPOSERS:**

Eagle Group International, Inc.  
(Mr. T. Fitz Johnson)  
Kelly Services  
Airport Terminal Services  
Staffing One, Inc.  
General Aviation Terminal  
ETI  
Durham Companies, Inc.  
Express Personnel Services  
Flightserv, Inc.  
Evergreen Aviation Ground  
Pro Staff  
E.C. London & Associates

Ashton Staffing  
Huntleigh Corporation  
Corestaff Services  
People Staff, Inc.  
Airport Group International  
Talent Tree  
PRWT Services, Inc.  
Bletcher Enterprise Group, Inc.  
Concierge International, Inc.  
Cole Financial Services  
AppleOne  
Corporate Temps  
The Guardian Security

**BACKGROUND:**

The City of Atlanta (the "City") solicited proposals from qualified proponents to provide the Department of Aviation with up to seventy-six (76) Customer Service Representatives (CSRs), four (4) Supervisors and six (6) Administrative Assistants. These employees will be required to provide their services 365(6) day a year, including holidays. The program was established for participants to welcome and proactively assist the traveling public in a courteous and friendly

manner, and to provide accurate information regarding Airport services, amenities and facilities. The hours of operation are 6:00 A.M. until 11:00 P.M., with adjustments to be made for special events which may create peak demand on any day and during any hour.

**TERM OF CONTRACT:** The Agreement is for a term of three (3) years with a renewal option at the City's sole discretion. Contract renewal shall be at the same terms and conditions.

**EVALUATION TEAM  
COMPOSITION:** Department of Aviation, Finance, Contract Compliance


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Shirley Franklin  
Mayor

Benjamin R. DeCosta  
Aviation General Manager

DATE: March 5, 2004

TO: Adam L. Smith, Chief Procurement Officer  
Department of Procurement

FROM: Benjamin R. DeCosta, General Manager  
Department of Aviation 

SUBJECT: FC-7593-03 - Customer Service At H-JAIA

Upon successful completion of negotiations for the subject project, we are recommending award to **Eagle Group International, Inc.** in an amount not to exceed **\$1,999,982.87**.

The account to be charged is **2H21-523001-R11006**.

If additional information is required, please contact our Contract Services Division at 404-209-3170, ext. 131.

BRD/me/pk

xc: M. Diaz  
E. Kaalund  
N. Farrar-Luten  
K. Ellis  
C. Bell  
W. Self  
M. Eady  
C. Brome  
G. Geeter  
File

CITY OF ATLANTA  
DEPT. OF AVIATION





CITY OF ATLANTA  
DEPT. OF PROCUREMENT

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
## CITY OF ATLANTA

SHIRLEY FRANKLIN  
MAYOR

OFFICE OF CONTRACT COMPLIANCE  
55 TRINITY AVENUE SW, SUITE 1700  
ATLANTA, GEORGIA 30303  
OFFICE (404) 330-6010  
FAX (404) 658-7359

### MEMORANDUM

To: Adam L. Smith, Chief Procurement Officer  
Department of Procurement

From: Hubert Owens, Acting Director   
Mayor's Office of Contract Compliance

Date: September 30, 2003

Re: Recommendation for FC-7593-03, Customer Service at Hartsfield International Airport

The Office of Contract Compliance has reviewed twenty (20) proposals for minority and female business enterprise participation. All twenty (20) proponents are eligible under Section 2-1449(a)(2)(C). However, only fourteen (14) proponents have been found responsive by the Office of Contract Compliance. For your information, they have committed to utilizing AABEs, FBEs, and HBEs as indicated below:

<u>Airport Terminal Services, Inc.</u>	15 pts.
Happy Faces Personnel	AABE 20%
Mega Promotional	AABE 1%
A Customer's Point of View	FBE 1%
Brown Office Systems	FBE 1%
Schofield Interior	FBE 1%
IMI Data Search	FBE 1%
<b>Participation Total</b>	<b>25%</b>

<u>Bletcher Entreprises Group, Inc.</u>	0 pts.
<b>Participation Total</b>	<b>0%</b>
<b>None-Responsive</b>	

<u>Ashton Staffing</u>	0 pts.
<b>Participation Total</b>	<b>0%</b>
<b>None-Responsive</b>	

<u>Cole Financial Services, Inc.</u>	15 pts.
New Image Staffing	AABE 20%
<b>Participation Total</b>	<b>20%</b>



<u>Corporate Temps</u>		15 pts.
Aspen Group	AABE	17%
Vision Group	FBE	17%
<b>Participation Total</b>		<b>34%</b>

<u>The Eagle Group Intl.</u>		15 pts.
Choice Business	FBE	18.2%
3T Unlimited	AABE	17.3%
<b>Participation Total</b>		<b>35.5%</b>

<u>ETI, Inc.</u>		15 pts.
JG Consultants	AABE	17%
AvailStaff	FBE	17%
<b>Participation Total</b>		<b>34%</b>

<u>Flightserv, Inc.</u>		0 pts.
A Customer's Point	AABE	2.1%
All-n-1 Security	FBE	.2%
Mega Promotional	FBE	.3%
<b>Participation Total</b>		<b>2.6%</b>
<b>None-Responsive</b>		

<u>The Guardian Security &amp; Protective</u>		0 pts.
<b>Participation Total</b>		<b>0%</b>
<b>None-Responsive</b>		

<u>Concierge Intl.</u>		15 pts.
The Fant Group	FBE	27%
Capstone Mgmt	AABE	22%
<b>Participation Total</b>		<b>49%</b>

<u>EC London</u>		0 pts.
<b>Participation Total</b>		<b>0%</b>
<b>None-Responsive</b>		

<u>Evergreen Aviation Ground</u>		0 pts.
<b>Participation Total</b>		<b>0%</b>
<b>None-Responsive</b>		

<u>General Aviation Terminal</u>		15 pts.
ASI Svcs Corp	AABE	17%
D. Clark Harris	FBE	17%
A Customers Point	FBE	.3%
<b>Participation Total</b>		<b>34.3%</b>

<u>Huntleigh</u>		0 pts.
A Customer's Point	AABE	3%
<b>Participation Total</b>		<b>3%</b>
<b>None-Responsive</b>		

<u>Kelly Services, Inc.</u>		15 pts.
Dover Staffing, Inc.	AABE	17%
Vision Group 2000	FBE	17%
A Customer's Point	AABE	3%
<b>Participation Total</b>		<b>37%</b>

<u>People Staff, Inc.</u>		15 pts.
A Customer's Point	FBE	20%
Security Wise	AABE	2.7%
Hi-Tec Associates	HBE	7.3%
Creative Innovations	AABE	5%
<b>Participation Total</b>		<b>35%</b>

<u>Corestaff</u>		15 pts.
Elite Staffing Svcs.	AABE	17%
A Customer Point	FBE	3.8%
Best Staffing	FBE	13.2%
<b>Participation Total</b>		<b>34%</b>

<u>Pro Staff</u>		15 pts.
Act Onc Personnel	FBE	34%
<b>Participation Total</b>		<b>34%</b>

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Adam L. Smith  
September 30, 2003

<u>PRWT Services, Inc.</u>		<u>15 pts.</u>
Resurgens Risk Mgmt.	AABE	71%
A Customer Point	FBE	2%
<b>Participation Total</b>		<b>73%</b>

<u>Talent Tree</u>		<u>15 pts.</u>
Dover Staffing	AABE	15%
A Customer's Point	FBE	2%
<b>Participation Total</b>		<b>17%</b>

<u>Staffing One, Inc.</u>		<u>15 pts.</u>
ARP Southeast Con.	AABE	21%
<b>Participation Total</b>		<b>21%</b>

If you have questions, please contact me at (404) 330-6010.

xc: File  
Clarissa Brome, DOP

PROJECT NAME: CUSTOMER SERVICE AT HAIA (RFP)

TOTAL # OF PROPONENTS. 25

[illegible]